

Date 13/05/2025  
Your Ref  
Our Ref 10034

Enquiries to Richard Mutch  
Extension 35687  
Direct Line 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION - GIC

I write in response to your request for information in relation to adult gender identity clinic services

### Question:

I would be grateful if you could provide the following information for the financial year 2024 / 2025 for your adult gender clinic service.

### **Referrals, Discharges & Waiting List**

- How many referrals received (Y)
- How many people were discharged from the service (?N)
- Number of people on the waiting list at the end of the financial year (Y)

### **Appointments**

- How many appointments offered in total
- How many appointments were not attended
- Most common reason for non-attendance
- How many 1st appointments offered
- How many 2nd appointments offered
- Average number of appointments offered per patient
- Average number of appointments attended per patient
- Average wait time between 1st and 2nd appointment in days
- Average time between 1st appointment and discharge, where discharge is noted as treatment completed, in days.

Answer:

| <b>Referrals, Discharges &amp; Waiting List</b>                       | <b>Details</b> |
|---|----------------|
| How many referrals received   | 547            |
| How many people were discharged from the service                      | 5<             |
| Number of people on the waiting list at the end of the financial year | 814            |

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
Lothian NHS Board is the common  
name of Lothian Health Board

| <b>Appointments</b>   | <b>Details</b>   |
|---|--|
| How many appointments offered in total  | 7,675  |
| How many appointments were not attended   | 2,562  |
| Most common reason for non-attendance   | The most common reason indicated by appointment outcome was Cancelled Appointments   |
| How many 1st appointments offered   | We display this on our website - the previous FOI stated:<br>'This date is in public domain: <a href="https://www.lothiansexualhealth.scot/gender-identityclinic/gender-identity-clinic-data/">https://www.lothiansexualhealth.scot/gender-identityclinic/gender-identity-clinic-data/</a> ' |
| How many 2nd appointments offered   | We are unable to obtain this data from NaSH  |
| Average number of appointments offered per patient  | 4.1  |
| Average number of appointments attended per patient   | 2.9  |
| Average wait time between 1st and 2nd appointment in days   | We are unable to obtain this data from NaSH  |
| Average time between 1st appointment and discharge, where discharge is noted as treatment completed, in days. | N/A  |

To protect the identity of the individuals involved any figure of 5 or less has not been shown in the table above. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).

Question:

**Staff**

- How many clinical / diagnostic staff (FTE) employed at the GIC each year (Y)
- How many administrative / support staff employed at the GIC each year (Y)
- Breakdown of job roles / titles held by clinical & diagnostic staff at the GIC, including FTE / WTE for each role (Y)
- Salary Band / Pay Rate for each job role (Y)
- FTE / WTE of clinical / diagnostic staff trained or capable of delivering diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence (Y)
- Indication of which job roles / titles provide diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence (?)

Answer:

| Role:                                   |      | WTE  |
|---|------|------|
| Consultant                              |      | 0.20 |
| Consultant                              |      | 0.10 |
| Band 6 Family Planning Nurse            |      | 1.00 |
| Band 6 Family Planning Nurse            |      | 0.40 |
| Band 6 Family Planning Nurse            |      | 0.60 |
| General Practitioner                    |      | 0.53 |
| General Practitioner                    |      | 0.11 |
| Band 3 Office Services                  |      | 1.00 |
| Band 3 Office Services                  |      | 0.47 |
| Band 3 Office Services                  |      | 0.53 |
| Band 6 Family Planning Nurse            |      | 1.00 |
| Endocrinologist                         |      | 0.20 |
| NHS Locum Consultant                    |      | 0.30 |
| Band 4 Office Services (start date tbc) |      | 1.00 |
| Band 7 Nurse (out to advert)            |      | 1.00 |
| Band 3 Nurse (CSW)                      |      | 0.64 |
| Band 3 Nurse (CSW)                      |      | 1.00 |
| Band 6 R&D                              |      | 0.20 |
| Band 8A Pharmacist                      |      | 0.20 |
| Consultant R&D                          |      | 0.40 |
|   |      |      |
| Band 8B (Psychology transfer)           |      | 0.80 |
|   |      |      |
| Band 7 Family Planning Nurse            | 71K7 | 1.00 |
| Band 8A Family Planning Nurse           | 71KA | 1.00 |
| Band 6 Family Planning Nurse            | 71K6 | 0.60 |
| Band 6 Family Planning Nurse            | 71S6 | 0.40 |
| Nhs Locum Consultant                    | 7063 | 0.20 |
| Nhs Locum Consultant                    | 7063 | 0.20 |
|   |      |      |
| Researcher R&D Band 5 (balance)         | 77C5 | 0.00 |
| Researcher R&D Band 5                   | 77C5 | 1.00 |
| Consultant R&D -                        | 77C7 | 0.06 |

### Nursing staffing LRSHS GIC 2024/25

| Band | contracted WTE | contracted hours | Role   | Total WTE |
|------|----------------|------------------|--|-----------|
| 7    | 1.00           | 37.00            | Lead Nurse for Service   |           |
| 7    | 1.00           | 37.00            | Mental Health Advanced Nurse Specialist  |           |
| 6    | 0.40           | 15.00            | Senior Sexual Health Practitioner- Gender  |           |
| 6    | 0.60           | 22.20            | Senior Sexual Health Practitioner- Gender (vacant since August 2024 as staff member acting up) |           |
| 6    | 1.00           | 37.00            | Senior Sexual Health Practitioner- Gender  |           |
| 6    | 1.00           | 37.00            | Senior Sexual Health Practitioner- Gender  |           |
|      |                |                  | Registered Nursing staff   | 5         |
|      |                |                  |  |           |
| 3    | 1.00           | 37.50            | Health care support worker   |           |
| 3    | 0.64           | 24.00            | Health care support worker   |           |
|      |                |                  | Unregistered Nursing staff   | 1.        |

|   |   |
|---|---|
| FTE / WTE of clinical / diagnostic staff trained or capable of delivering diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence | These initial assessments are completed by all medical staff listed above and by nursing Band 8 (0.1WTE), 7 (1.0WTE) and specially trained Band 6 nurses (2.4WTE) |
| · Indication of which job roles / tiles provide diagnostic initial assessments & follow up assessment appointments for Gender Dysphoria / Gender Incongruence                           | Follow up assessments are completed by all medical staff listed above and by nursing Band 8 (0.1WTE), 7 (1.0WTE) and specially trained Band 6 nurses (2.4WTE)     |

Question:

#### **Budget**

- Budget / Spend (total in £) for each year for the GIC
  - o Breakdown of Budget / Spend for the year by :
    - o Clinical / diagnostic staff
    - o Administrative / Support staff
    - o Administrative Costs
    - o Other Costs

Answer:

| Budget –<br>Breakdown of Budget / Spend for the year by | NHS Lothian Gender Service:   |                              |
|---|-------------------------------|------------------------------|
|   | End of Year<br>Budget 2024/25 | End of Year<br>Spend 2024/25 |
| Clinical / diagnostic staff                             | £877,063                      | £877,063                     |
| Administrative / Support staff                          | £161,000                      | £161,000                     |
| Administrative Costs                                    | £46,914                       | £16,896                      |
| Other Costs   | £166,633                      | £166,633                     |
| Total   | <b>£1,251,610</b>             | <b>£1,221,592</b>            |

Question:

In addition, please provide the following information. These can be treated as separate requests. (?  
Do we have this)

#### Service User Transfers data

For each financial year between 2018/2019 to 2024/2025

How many people were transferred from other adult clinics

How many people were transferred from the GIDS service to the adult service

Whether these transfers were counted as referrals in referrals data above

Whether these transfers were included in the waiting list data above

Answer:

| Service User Transfers data   |  |
|---|--|
| For each financial year between 2018/2019 to 2024/2025                      | We only have this data for the years 23/24 & 24/25 as we begun collecting it for the PHS data submission then.<br><br>2024/24 - 149 Transfers<br>2024/25 - 142 Transfers |
| How many people were transferred from other adult clinics                   | Again only available for the years 23/24 & 24/25<br><br>2024/24 - 70 Tranfers<br>2204/25 - 55 Transfers  |
| How many people were transferred from the GIDS service to the adult service | Again only available for the years 23/24 & 24/25<br><br>2024/24 - 79 Tranfers<br>2024/25 - 87 Transfers  |
| Whether these transfers were counted as referrals in referrals data above   | Yes these referrals are counted towards the referral number detailed previously.   |

|  |   |
|--|---|
| Whether these transfers were included in the waiting list data above | <p>Waiting List Transfers are counted in the waiting list data provided above.</p> <p>Transfers of Care do not get added to the waiting list, so those will not be included in the waiting list data.</p> |
|--|---|

Question:

### **Waiting Time Calculations & Guidance**

Please provide copies of any algorithms, spreadsheets, formulae used by the clinic to calculate waiting time information published by your clinic

Please provide copies of any guidance or processes issued to staff on the production of waiting time information published by your clinic

Answer:

| <b>Waiting Time Calculations &amp; Guidance</b>   |  |
|---|--|
| Please provide copies of any algorithms, spreadsheets, formulae used by the clinic to calculate waiting time information published by your clinic | I've attached a blank copy of the spreadsheet we use for collating our data for PHS - this is what we use each quarter when submitting our waiting list & referral data. |
| Please provide copies of any guidance or processes issued to staff on the production of waiting time information published by your clinic         | We're currently revising and finalising the SOP & guidance we'll use for collecting the PHS data going forward, so I don't think we can provide it at the moment?        |

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.



FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive

## Gender Identity Clinics: quarterly aggregate data template

The completed quarterly template must be submitted by the end of the month following each quarter to:

[phs.gic@phs.scot](mailto:phs.gic@phs.scot)

| Reporting on: | Submission deadline: |
|---------------|----------------------|
| Q1 (Apr-Jun)  | 31st July            |
| Q2 (Jul-Sep)  | 31st October         |
| Q3 (Oct-Dec)  | 31st January         |
| Q4 (Jan-Mar)  | 30th April           |

Please see the accompanying **Gender Identity Clinic (GIC) Waiting Times Quarterly Data Submission Guidance V1.1** for more detailed instructions on how to complete this template.

**Please ensure that the data provided in each sheet are correct and consistent, as at the requested completion dates** (and consistent too with the data provided for the previous quarter and changes occurring since then).



Gender Identity Clinics: Referrals (including any referral transfers-in from other NHS GICs received in the quarter)

Quarterly submission template must be submitted by the end of the month following each quarter to:  
phs.gic@phs.scot

|                                |                                 |
|--------------------------------|---------------------------------|
| Year (please select):          | 2025                            |
| Quarter (please select):       | Q4 (Jan-Mar)                    |
| NHS Board/GIC (please select): | Greater Glasgow & Clyde (Adult) |

|                    |                              |
|--------------------|------------------------------|
| Referrals          | Number of accepted referrals |
| Accepted referrals | 0                            |

|                             |                              |
|-----------------------------|------------------------------|
| NHS Board of Residence      | Number of accepted referrals |
| NHS Ayrshire & Arran        | 0                            |
| NHS Borders                 | 0                            |
| NHS Dumfries & Galloway     | 0                            |
| NHS Fife                    | 0                            |
| NHS Forth Valley            | 0                            |
| NHS Grampian                | 0                            |
| NHS Greater Glasgow & Clyde | 0                            |
| NHS Highland                | 0                            |
| NHS Lanarkshire             | 0                            |
| NHS Lothian                 | 0                            |
| NHS Orkney                  | 0                            |
| NHS Shetland                | 0                            |
| NHS Tayside                 | 0                            |
| NHS Western Isles           | 0                            |
| Outside Scotland            | 0                            |
| Not known                   | 0                            |
| Total                       | 0                            |

|  |                              |
|--|------------------------------|
| Source of referral                                       | Number of accepted referrals |
| GP   | 0                            |
| Self-referral  | 0                            |
| Transfer from Greater Glasgow & Clyde GIC (adult)        | 0                            |
| Transfer from Greater Glasgow & Clyde GIC (young people) | 0                            |
| Transfer from Lothian GIC                                | 0                            |
| Transfer from Grampian GIC                               | 0                            |
| Transfer from Highland GIC                               | 0                            |
| Transfer from NHS GIC in rest of UK                      | 0                            |
| Other referral source                                    | 0                            |
| Not known  | 0                            |
| Total  | 0                            |

|  |                              |
|--|------------------------------|
| Age of patient being referred (at point of initial referral) | Number of accepted referrals |
| less than 5 years  | 0                            |
| 5 to 9 years   | 0                            |
| 10 to 15 years   | 0                            |
| 16 to 17 years   | 0                            |
| 18 to 24 years   | 0                            |
| 25 to 34 years   | 0                            |
| 35 to 44 years   | 0                            |
| 45 to 54 years   | 0                            |
| 55 to 64 years   | 0                            |
| 65+ years  | 0                            |
| Not known  | 0                            |
| Total  | 0                            |

|                                  |                              |
|----------------------------------|------------------------------|
| Assigned sex of patient at birth | Number of accepted referrals |
| Female                           | 0                            |
| Male                             | 0                            |
| Other                            | 0                            |
| Not known                        | 0                            |
| Total                            | 0                            |

Further comments:

Gender Identity Clinics: Length of wait for ongoing and completed waits  
(Please note: do not include in the completed waits patients who are new to the clinic, but who have commenced treatment with another NHS GIC).

Number of patients waiting on last day of the quarter for a first appointment by length of ongoing wait so far (from receipt of initial referral):

|               | Up to 84 days<br>(12 weeks) | 85 to 182 days<br>weeks & <=26 weeks | >12<br>183 to 365 days<br>(>26 weeks & <=52 weeks) | 366 to 548 days<br>(>1 year & <=18 months) | 549 to 730 days<br>(>18 months & <= 2 years) | 731 days to 1,095 days<br>(>2 years & <=3 years) | 1,096 days to 1,460 days<br>(>3 years & <= 4 years) | 1,461 days to 1,852 days<br>years & <= 5 years | >4<br>More than 5 years | Total number of patients<br>waiting |
|---------------|-----------------------------|--------------------------------------|--|--|--|--|---|--|-------------------------|-------------------------------------|
| Ongoing waits |                             |                                      |  |  |  |  |   |  |                         | 0                                   |

Number of patients first seen in the quarter by length of completed wait (from receipt of initial referral) and type of appointment; do not include patients new to the clinic who have already commenced treatment with another NHS GIC:

|  | Up to 84 days<br>(12 weeks) | 85 to 182 days<br>weeks & <=26 weeks | >12<br>183 to 365 days<br>(>26 weeks & <=52 weeks) | 366 to 548 days<br>(>1 year & <=18 months) | 549 to 730 days<br>(>18 months & <= 2 years) | 731 days to 1,095 days<br>(>2 years & <=3 years) | 1,096 days to 1,460 days<br>(>3 years & <= 4 years) | 1,461 days to 1,852 days<br>years & <= 5 years | >4<br>More than 5 years | Total number of patients seen |
|--|-----------------------------|--------------------------------------|--|--|--|--|---|--|-------------------------|-------------------------------|
| Completed waits - face to face appointment |                             |                                      |  |  |  |  |   |  |                         | 0                             |
| Completed waits - virtual appointment      |                             |                                      |  |  |  |  |   |  |                         | 0                             |
| Completed waits - total                    | 0                           | 0                                    | 0  | 0  | 0  | 0  | 0   | 0  | 0                       | 0                             |

As at the end of the quarter, patients are being seen who were referred in mm/yy

Further comments:

### Gender Identity Clinics: Outcome from GIC initial appointment (record only one outcome per patient) - patients first seen in the quarter

Please note: do not include patients who are new to the clinic, but who have commenced treatment with another NHS GIC. 'Total' should match 'total completed waits' on previous sheet

| Outcome of first appointment                | Number of patients |
|---|--------------------|
| Further assessment/accepted into service    | 0                  |
| Patient withdraws from service              | 0                  |
| Discharged from service and onward referral | 0                  |
| Other                                       | 0                  |
| Not known                                   | 0                  |
| Total                                       | 0                  |

|                   |
|-------------------|
| Further comments: |
|-------------------|

**Gender Identity Clinics: did not attends (DNAs), for initial appointments - during the quarter**

|   | Number of DNAs |
|---|----------------|
| Number of initial appointment DNAs that occurred in the quarter | 0              |

Further comments:

**Gender Identity Clinics: Total caseload (patients on books) and total number of return patient appointments attended**

|   | Number |
|---|--------|
| Total patient caseload at end of the quarter (excluding patients on waiting list for 1st appointment)   | 0      |
| Total number of return patient appointments attended in the quarter (excluding any DNAs, but including any attendances by patients new to the clinic who have already commenced treatment with another NHS GIC) | 0      |

Further comments (including any comment on length of time patients may remain on clinic caseload):